



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Indiana

- **44 Indiana applicants for the Baldridge Award (2005–2015)**
- **1 Indiana applicant in 2015 represents 1,088 jobs, 4 work locations, over \$800,000 in revenues/budgets, and more than 266,000 customers served.**
- **5 Baldridge examiners from Indiana volunteered \$76,000 in services in 2015.**

## Indiana National Role Model

Schneck Medical Center, Seymour, 2011

### Success Story



Schneck is a 93-bed nonprofit hospital providing primary and specialized services to the residents of Jackson County, Indiana, and surrounding communities. Schneck offers a full spectrum of primary care services, with

a current focus on women's health, joint replacement, noninvasive cardiac care, cancer care, and bariatric (weight loss) surgery. Schneck provides most of its care at the center's main facility in Seymour, Ind., and has opened "convenient care clinics" in three adjacent counties to provide healthcare services locally. Schneck's workforce numbers 800 employees, who are joined by 150 affiliated physicians, 300 volunteers, and more than 200 students. Net patient revenue for the center is \$98.5 million.

### Selected Results

- Top 10% or top 25% for patient satisfaction on 9 of 10 Press Ganey (a national consulting firm focused on improving health care performance) measures
- 100% scores on 17 of 22 core measures reported for the Centers for Medicare and Medicaid Services
- 1% or lower overall rates of hospital-acquired infections
- More than 60% market share for inpatient care, 70% for outpatient care, and 80% for ambulatory care in Jackson County, the site of the organization's primary medical center
- S&P's "A–" or better for 5 significant financial metrics
- 25% decrease in overall staff turnover over 4 years
- 90% of physicians reporting that they are engaged and aligned with Schneck

## The Partnership for Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Partnership for Excellence (TPE; <http://www.thepartnershipforexcellence.org>) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)3 member organization headquartered in Columbus, Ohio, its mission is to cultivate performance excellence and continuous improvement among business, education, government, healthcare, and nonprofit organizations. TPE assists organizations through self-assessments by evaluating organizational approaches, and the extent these processes are deployed, evaluated, improved, aligned and integrated throughout the organization. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

## 2013–2015 Indiana Award for Excellence Recipients

Citizens Energy Group, Indianapolis (Platinum, Governor's Award for Excellence)  
Union Hospital, Terre Haute (Platinum, Governor's Award for Excellence)  
Good Samaritan Hospital, Vincennes (Gold, Achievement of Excellence)  
Community Hospital East (Silver, Commitment to Excellence)  
Managed Healthcare Services (a division of Lilly USA) (Silver, Commitment to Excellence)  
Memorial Hospital and Health Care Center (Silver, Commitment to Excellence)  
Westfield Washington Schools, Westfield (Silver, Commitment to Excellence)  
Working Well, Michigan City (Bronze, Pledge to Excellence)  
Bluffton Motor Works (Pioneer)

## AHCA/NCAL National Quality Award Winners in Indiana

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Kindred Transitional Care and Rehabilitation— Southwood (2015, Silver)	Sunrise on Old Meridian (2015, Bronze)
McCormick's Creek Rehabilitation and Skilled Nursing Center (2015, Silver)	Swiss Villa (2015, Bronze)
Waldron Health & Rehab Center (2015, Silver)	Zionsville Meadows (2015, Bronze)
Allisonville Meadows (2015, Bronze)	Lakeland Skilled Nursing and Rehabilitation Center (2014, Silver)
Bethlehem Woods Nursing and Rehabilitation (2015, Bronze)	American Village (2014, Bronze)
Cypress Grove Rehabilitation Center (2015, Bronze)	Coventry Meadows (2014, Bronze)
Edgewater Woods (2015, Bronze)	Decatur Township Center (2014, Bronze)
Heritage Park (2015, Bronze)	Michiana Health and Rehabilitation (2014, Bronze)
Homeview Center of Franklin (2015, Bronze)	Parkview Nursing Center (2014, Bronze)
Markle Health & Rehabilitation (2015, Bronze)	Sprenger Healthcare of Mishawaka (2014, Bronze)
Meadowood Health Pavilion (2015, Bronze)	Golden Living Center Knox (2013, Bronze)
Morning Breeze Retirement Community & Healthcare Center (2015, Bronze)	Golden LivingCenter—Lincoln Hills Healthcare (2013, Bronze)
Signature Healthcare of Muncie (2015, Bronze)	Meadow View Health and Rehabilitation Center (2013, Bronze)
Signature Healthcare of Terre Haute (2015, Bronze)	Professional Care Rehabilitation (2013, Bronze)